

**United States Environmental Protection Agency  
Cincinnati Procurement Operations Division  
Cincinnati, Ohio 45268**

June 27, 2011

**RFQ-OH-10-ITEPACIN Amendment #1**

**FROM:** Michael Kreacic, Contract Specialist

**TO:** Prospective Offerors

**SUBJECT:** Request for Quotation (RFQ) No. RFQ-OH-10-ITEPACIN **Amendment #1**  
**Answers to Questions and Closing Date for the Submittal of Questions**

1. EPA will not be providing the current contract's labor categories for the subject requirement. The information could be considered proprietary and could reveal one potential offeror's technical approach.

2. The due date to submit questions to EPA is **June 30, 2011 at 12:00 PM ET**

**United States Environmental Protection Agency  
Cincinnati Procurement Operations Division  
Cincinnati, Ohio 45268**

**June 28, 2011**

**RFQ-OH-10-ITEPACIN Amendment #2**

**FROM: Michael Kreacic, Contract Specialist**

**TO: Prospective Offerors**

**SUBJECT: Request for Quotation (RFQ) No. RFQ-OH-10-ITEPACIN Amendment #2  
Replacement of Performance Work Statement (PWS), Appendix A**

**1. Performance Work Statement (PWS), Appendix A is replaced, in its entirety, with the attached  
Appendix A: PERFORMANCE REQUIREMENTS SUMMARY OARM Cincinnati  
Information Technology IT Support Services dated 6/27/2011.**

**United States Environmental Protection Agency  
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Cincinnati, Ohio 45268**

July 5, 2011

**MEMORANDUM**

**FROM:** Michael Kreacic, Contracting Officer  
**TO:** Prospective Offerors  
**SUBJECT:** Amendment #3 to RFQ-OH-10-ITEPACIN

RFQ-OH-10-ITEPACIN, covering Information Technology (IT) Support Services for U.S. EPA Facilities in the Greater Cincinnati Area, is amended as follows:

**1. Extension to Offer Due Date**

The quotation due date is hereby extended to **3:00pm EDT on July 19, 2011**.

**2. Answers to Questions Posed by Prospective Offerors**

**Q1. Can the Government provide current staffing levels?**

**A1. Thirteen (13) full-time Contractor employees**

**Q2. What is the annual trouble ticket rate?**

**A2. Approximately 150**

**Q3. Can the Government provide the version of the operating system currently in use for the user equipment and the version of Microsoft Office?**

**A3. All user PCs use the XP Professional OS.**

**Q4. What are approximate ages of the user PCs, Cisco network equipment, and servers in use on the network?**

**A4. The age of the equipment is not tracked. Each piece of equipment is evaluated based on its ability to perform its mission. If it becomes obsolete or no longer supported, the need is re-evaluated by EPA and the equipment refreshed or replaced by EPA as needed. The equipment listings in Attachment B (OARM Supported Hardware and Software by Program) provide sufficient information for prospective offerors to look up the majority of the equipment to find out time frames of production lines.**

**Q5. Page 5 of Attachment F, Quotation Instructions, Price Response, references an Optional Requirement "which covers Desktop Support Services for the Office of Water" What is the "Office of Water" – it is not listed as any of the locations in the PBSOW?**

**A5. The level of support for Desktop Support Services must be ascertained by the offeror from equipment listings in Attachment B (OARM Supported Hardware and Software by Program) within the Office of Water worksheet.**

**Q6. Can the Government provide the yearly number of moves, adds, and changes for the voice system?**

**A6. Approximately 600**

**Q7. Is the incumbent IT support group based at one site (EPA AWBERC) or spread amongst the sites?**

**A7. One Contractor employee is currently working full-time at the Norwood site and one at the Erlanger site. As noted in Section III of Attachment A, Performance Work Statement, for the Norwood and Erlanger facilities it is estimated that on-site Contractor support will be required up to two days per week. However, there is no requirement that these two facilities be staffed on a full-time basis. Section III also notes that on-site Contractor support may occasionally be required at the other remote sites identified in Appendix C of the Performance Work Statement. The Contractor is responsible for all travel costs associated with visits to any of the remote sites.**

**Q8. Can the Government provide average annual number of work orders for cabling updates as described in Section 6a. INCIDENTAL CABLING SUPPORT?**

**A8. Approximately 120**

**Q9. Who is the incumbent Contractor for this effort, and what are the current contract and task order numbers?**

**A9. See the RFQ Cover Memorandum.**

**Q10. Appendix A states "A 1% penalty will be deducted from the monthly payment for non-compliance." Would it be correct to assume that the penalty per the Performance Requirement would only apply to the specific dollars of the monthly invoice that are directly related to performance of that requirement instead of the entire, overall monthly invoiced amount?**

**A10. No. The 1% penalty is applied to the total monthly invoiced amount.**



**United States Environmental Protection Agency  
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Tuesday, July 12, 2011

**MEMORANDUM**

**FROM:** Michael Kreacic, Contract Specialist  
**TO:** Prospective Offerors  
**SUBJECT:** Amendment #4 to RFQ-OH-10-ITEPACIN

RFQ-OH-10-ITEPACIN, covering Information Technology (IT) Support Services for U.S. EPA Facilities in the Greater Cincinnati Area, is amended as follows:

**1. Answers to Questions Posed by Prospective Offerors**

Q1. On page 9, Attachment A, Performance Work Statement, Section 3.a. the last paragraph reads, "The Contractor shall convert designated documents into electronic images. The image format and resolution shall be specified in the approved work request(s). Scanning shall include forms for extraction of data or text. It shall also include retaining the images without conversion in a database while tagging the files with appropriate descriptors and keywords. The storage of images shall include consideration of optical media as well as image compression protocols and techniques."

Please clarify if this is intended to:

1. Provide ad hoc scanning services. If yes, is there an estimated volume?
2. Provide large scale "project type" scanning services (e.g. scanning large volumes of documents as in a project to convert a library to digital format). If yes, is there an estimated volume?

A1. This work typically involves customers wanting to post graphics to the EPA webpages, or to the hallway monitors for announcements, which are Contractor duties covered elsewhere within the Performance Work Statement. The frequency of such requests averages 1 or 2 per workday. This does not include any large scale type scanning services.

**2. The quotation due date remains unchanged at 3:00pm EDT on July 19, 2011.**

**3. Clarification of the following answers provided in Amendment 3:**

**Q2. What is the annual trouble ticket rate?**

**A2. Approximately 150**

**Clarification:**

There were 10,652 work tickets (including trouble tickets) were logged for calendar year for calendar year 2010 and 7,620 tickets for calendar year 2011 through July 5, 2011. The number provided above of approximately 150, was an initial rough estimate of telephone related troubles only for FY10. After more careful analysis, the new numbers should be 269 telephone trouble tickets for calendar year 2010 and 233 telephone trouble tickets for calendar year 2011 through July 8, 2011.

In the current work ticket tracking system there is no way to track data related troubles because there is not a data trouble category set up for that yet. In the PWS there is a requirement for a more robust work tracking system that would allow for this type of metrics collection along with other categories. Refer to PWS.

**Q6. Can the Government provide the yearly number of moves, adds, and changes for the voice system?**

**A6. Approximately 600**

**Clarification:**

There were 1,236 changes for calendar year 2010 and 950 changes for calendar year 2011 through July 5, 2011.

**3. Amendment 4 Changes to the PWS**

**PWS Change #1**

Under section 3.c EPA Cincinnati PBX Architecture, PBX Architecture Overview, the following paragraph appears in the RFQ:

Peripheral devices attached:

- TELEMATE Rel. 5.2, Serial # 1835006397
- OTM Server Rel. 2.0
- CONFERENCE BRIDGE Rel. 2.6
- DECISION PRO (which is a feature of the Octel voice mail) all running on a Dell Optiplex GX240 computer
- OCTEL VOICE MAIL Serial # 12995, Software Rel. Aria 3.11.05-1, Network Serial # 1689 standalone

Please post the following information in the amendment:

Under section 3.c EPA Cincinnati PBX Architecture, PBX Architecture Overview, please note the following changes.



**Peripheral devices attached:**

- **TELEMATE Rel. 5.2, Serial # 1835006397** (No longer part of the telecommunications network. It has recently been decommissioned and disposed of. This appears as "Call Accounting" on Figure 1. Consider that device removed from diagram Figure 1. The call accounting functions are now being handled by CS1000 Telephony Manager.)
- **OTM Server Rel. 2.0** (This has been upgraded to CS1000 Telephony Manager)
- **CONFERENCE BRIDGE Rel. 2.6** (This is a Spectel conference bridge. It is currently serving as a secondary use conference bridge because a new Nortel CS1000 32-port conference bridge was purchased and put into production, and is being used for the primary conference bridge.)
- **DECISION PRO** (which is a feature of the Octel voice mail) all running on a Dell Optiplex GX240 computer (The Octel system is currently being replaced by the Avaya Modular Messaging System (MMS) S8800 Single Server configuration. The MMS is currently handling all voice mail functions. The Octel still has an active connection to the PBX to allow users to access their old voice messages, but is blocked from receiving new incoming voice messages. After a one-month trouble-free burn-in period with the MMS (which has not yet started due to pending technical issues), the Octel along with Decision Pro will be decommissioned.)
- **OCTEL VOICE MAIL Serial # 12995, Software Rel. Aria 3.11.05-1, Network Serial # 1689 standalone** (Currently scheduled for decommission).

**PWS Change #2**

In the PWS in section 3. Demand Management, 3.b Voice and Video Telecommunications Support, the following paragraph is added at the end of the section:

The contractor shall track all telecommunications lines and active data network port connections by organizational division ownership, and be capable of providing ad hoc reports upon request, showing which division owns which telecommunications lines or data network port connections. This information is to be used for internal financial reimbursements within EPA.

**PWS Change #3**

In the PWS in section IV. GOVERNMENT-FURNISHED FACILITIES, UTILITIES, SERVICES, SUPPLIES, AND SOFTWARE, the paragraph is replaced to the following:

The Government shall provide, at no cost to the Contractor, adequate working space including heat, light, ventilation, electrical current and outlets, furnishings, telephone service (including long distance service) and standard office supplies for use by Contractor personnel in performing their official duties. The Government shall also provide all software necessary to perform all tasks identified in this PWS, unless otherwise specified. The Contractor shall provide the operating system on its own PC's.